State of California

M e m o r a n d u m

To:	Panel Members	Date:	September 22, 2006
From:	Ruby Cohen, Manager	Analyst:	J. Daunt

Subject: One-Step Agreement for **STERLING ALLIANCE, INC., DBA CCT COMPUTER LEARNING CENTER (HUA) (<100)**

CONTRACTOR:

- Multiple Employer: Training Agency
- Training Project Profile: Retraining: Companies W/Out-Of-State Competition Training In High Unemployment Areas Of California
- Legislative Priorities: Stimulating Exports/Imports
- Type of Industry: Various Industries
- Repeat Contractor: Yes
- ETP Trainees Represented by Union: No
- Name and Local Number of Union Representing ETP Trainees: N/A

CONTRACT:

- Program Costs: $214,500
- Substantial Contribution: $0
- Multiple Employer Support (8%) $14,820
- Total ETP Funding: $229,320
- Total In-kind Contribution: $190,600
  - *Trainee Wages Paid During Training:* $158,600
  - *Other Contributions*: $32,000
- Reimbursement Method: Fixed-Fee
- County(ies) Served: Humboldt, Shasta, Tehama, Trinity
- Location of Training: 0 % Center Based; 100 % Employer Site

INTRODUCTION:

Located in rural areas of Northern California, the participating employers in this proposal are small businesses with 100 or fewer full-time employees worldwide. The applicant, Sterling Alliance, Inc., dba CCT Computer Learning Center (CCT), is a small training school located in Weaverville, California, providing on-site customized computer skills training. This will be the fifth ETP-funded Agreement with CCT.

CCT is eligible for ETP funding under California Unemployment Insurance Code Section 10205(c)(2), as a training agency. The participating employers qualify under Title 22 California Code of Regulations, Section 4416(b) as manufacturers and/or companies facing out-of-state competition.

CCT is proposing a multiple-employer retraining project to provide computer skills training to employees of small companies that do not have the means to provide the training. All of the core group of participating employers are businesses with 100 or fewer employees. The Contractor is requesting a new contract because there is insufficient time remaining in the current contract for the training and retention of trainees added by amendment.

MEETING ETP GOALS AND OBJECTIVES:

CCT proposes training that will further the following ETP goals and objectives:

1) To increase the skills of workers in high unemployment areas.

2) To support training for workers earning wages at or above the ETP minimum in high unemployment areas of Northern California.

TRAINING PLAN TABLE:

Job Number / Trainee Type	Types Of Training	No. Retain	No. Class-Lab Video-cnf. Hrs.	No. CBT Hrs.	Cost Per Trainee	Hourly Wage After 90 Days
Job Number 1 / Retrainee (<100)	MENU: Computer Skills	130	24-100	0	$1,764	*$11.83-$25.00
Wages After 90-Day Retention						

Occupations	
Office Support Workers Administrative Support Staff Sales Personnel Accounting Personnel Fabricators Supervisors Account Managers Owners	

Health Benefits Used To Meet ETP Minimum Wage:	**Turnover Rate**	**% Of Mgrs & Supervisors To Be Trained:**
* Varies by participating employer. Employer-paid health, dental, and/or vision benefits may be added to trainees' wages to meet ETP minimum hourly wage requirement of $11.83 per hour in Humboldt, Shasta, Tehama, and Trinity Counties.	20%	10%

Other Employee Benefits: Varies by participating employer. Benefits may include, but are not limited to: retirement benefits, 401K plans, paid vacation leave, paid sick leave, life insurance, disability insurance, accidental death and dismemberment insurance.

COMMENTS / ISSUES:

➢ *Frontline Workers*

All participants in this project meet the Panel definition of frontline workers under Title 22 California Code of Regulations, Section 4400(ee), except for thirteen (13) supervisors and managers/owners, representing ten (10) percent of the trainee population.

➢ *Training of Small Business Owners*

Title 22 California Code of Regulations, Section 4407.1, provides that small business owners (100 or fewer employees) involved with daily business operations may participate in training along with their employees. In keeping with the Regulation, small business owners will be trained under this proposal.

COMMENTS / ISSUES: (continued)

➢ *Compensatory Nature of Training*

Training is mandatory and trainees will be compensated for the time spent in training.

➢ *Production During Training*

The proposed Contractor agrees that during ETP-funded training hours, trainees will not produce products or provide services which will ultimately be sold.

RECOMMENDATION:

Staff recommends that the Panel approve this proposal and allow the inclusion of owners of eligible participating employers satisfying the requirements of Title 22 California Code of Regulations, Section 4407.1 (summarized above under "Training of Small Business Owners" in "Comments / Issues"). The proposed training will enhance the employability of workers in rural areas of California and will permit small businesses in these areas to improve competitiveness and overall business viability.

NARRATIVE:

Began in 1997, CCT provides customized onsite computer software training to area businesses. CCT is located in Northern California's Trinity County, a high unemployment area with few opportunities for technical training. Local businesses must compete for technically trained personnel who can support the employers' efforts to engage in out-of-state commerce.

The businesses included in the core group of participating employers are located in rural communities in Trinity, Humboldt, Tehama and Shasta Counties. These employers are small businesses with 100 or fewer employees and have limited resources. However, to improve productivity to acceptable levels, according to CCT's representative, these businesses need employees who are able to access and use computer technology. The employers participating in this program have informed CCT that their employees must receive training in new computer technologies to attain the skill levels needed to perform the jobs.

CCT is proposing a training program that will provide training for the full-time employees of area businesses in the skills needed to compete for out-of-state trade and/or to increase out-of-state sales. According to the applicant's representative, this will help to reduce employee turnover while improving productivity.

Employer Demand

The Panel requires multiple employer contractors to provide evidence of employer demand for training. CCT has provided a core group of six eligible participating employers, all of which have fewer than 35 full-time employees. These six have indicated that, in total, 75 employees would be trained under this training program from their respective workforces. This figure is greater than half of the 130 total trainees in CCT's application, indicating an employer demand for the proposed training that satisfies ETP policy.

NARRATIVE: (continued)

The Contractor's representative states that the participating employers have an active interest in developing more business both inside and outside of California. To accomplish this, according to the representative, participating employers need employees with the ability to utilize the Internet to produce custom job costing, research and retrieve information, and perform related technological tasks for customers located throughout the country. For some employers, the employees need database training to gain control of financial transactions and inventory management. Computer skills training will significantly increase each employer's ability to deliver quality customer service.

Therefore, the companies in the core group are actively seeking to train portions of their respective workforces in computer technology. CCT has developed and customized the proposed curriculum to meet these needs. CCT markets its program through referrals by current participating employers and by the local community college. Over the past ten years, CCT has developed a customized training curriculum designed to address the needs, based on the feedback received from businesses whose employees have received training. The CCT representative states that continuing feedback from past employers has allowed CCT to tailor training to the specific needs of individual businesses. All training will be delivered at the employers' work sites to ensure continuous employer feedback on the effectiveness of training.

Commitment to Training

ETP funding will not displace the participating employers' resources for training. According to CCT, these employers provide on-the-job training in their core production areas such as metal fabrication, press operation, custom manufacturing, and wood working. Sales training is also provided, as well as mandated safety training. The CCT representative states that the training method is generally either mentoring or through conference attendance. Furthermore, according to the representative, these companies do not have the in-house expertise required to provide their own computer skills training.

CCT locates most prospective employers from referrals. The two primary sources are clients of Shasta College and CCT. According to the CCT representative, their pursuit of this type of training for their employees is indicative of their commitment, especially in high unemployment areas, to the improvement of occupational skills among their workers.

According to the CCT representative, after the ETP-funded training, participating employers will utilize their in-house staff who have received training under this project to provide computer skills training to the employees who have not. For the companies to continue to grow, this is expected to be an on-going process.

SUBCONTRACTORS: None

THIRD PARTY SERVICES: None

PRIOR PROJECTS:

This will be the fifth ETP-funded Agreement with CCT. The following are completed project statistics for ETP Agreements with this Contractor within the last five years:

PRIOR PROJECTS						
Agreement Number and Type	Location (City)	Term	Contract Amount	Amount Earned	*Planned* In-kind Contribution	*Reported* In-kind Contribution
ET01-0144 Retraining Small Businesses	Weaverville, Eureka, Junction City, Anderson, Redding	09/18/00 - 09/17/02	$156,160	$138,320	N/A	N/A
ET02-0239 Retraining Small Businesses	Weaverville, Eureka, Junction City, Anderson, Redding	03/04/02 - 03/03/04	$300,628	$270,260	$244,632 per Amd. 4	$213,900
ET04-0465 Retraining Small Businesses	Weaverville, Eureka, Junction City, Anderson, Redding	11/20/03 - 11/19/05	$263,476	$209,159	$143,400	$256,800

Comments: All three of the above-charted projects show good performance.

ACTIVE PROJECTS:

The following are current project statistics:

ACTIVE PROJECTS						
Agreement Number	Contract Amount	Term	Planned Number To Be Retained	Number Enrolled	Number Completed Training	Number Retained For 90 Days
ET05-0286	$208,380	05/30/2005 - 05/29/2007	156	161	45	11

Comments: The Contractor expects 100-percent completion for this training project.

<u>CCT Computer Learning Center</u>
Menu Curriculum

Hours
Class/Lab
24 – 100

Trainees will receive any of the following.

Computer Skills

<u>Computer Skills I</u>
  Operating Systems
- Windows I
    1. Basics
    2. Set Preferences
    3. File management
- Windows II
    1. Short Cuts
    2. Fonts & Printing
    3. System Maintenance
- Windows III
    1. Protecting Data
    2. Optimizing Performance
    3. Tricks & Troubleshooting
- DOS (Command Prompt Operations) I
    1. Basic Commands
    2. System Failure
    3. Automating File Transfer
- Windows 2000 Clients I
    1. What is Different
    2. Network Operation with Win2000
    3. Reset Power Manager

<u>Computer Skills II</u>

<u>Office Applications</u>
    1. Selecting The Right Application
    2. How Applications Work Together
    3. Integrating The Work Place

Spread Sheet Solutions
- Excel I
    1. Excel Basics
    2. Preview and Print
    3. Charts

Menu Curriculum (continued)

- Excel II
    1. Database Basics
    2. Database Management
    3. Linking and Protecting Data
- Excel III
    1. Using If Logic
    2. Advanced Data Management
    3. Customizing Excel
- Using MS Works I
    1. Built In Features
    2. Template Design
    3. Using Integration In Works

Computer Skills III
Database Systems
- Database I
    1. Explore Paradox
    2. Use the Wizards
    3. Create Tables and Forms
- Database II
    1. Design Queries
    2. Design Reports
    3. Use Table Tools
- Access I
    1. Explore Access
    2. Use the Wizards
    3. Create Tables and Forms
- Access II
    1. Design Queries
    2. Design Reports
    3. Use Table Tools
- Access III
    1. Office Integration
    2. System Query Language
    3. Data Links and Conversions

Menu Curriculum (continued)

Computer Skills IV

Word Processing
- Word I
    1. Word Basics
    2. Automatic Formatting
    3. Creating A Final Product
- Word II
    1. Advanced Editing Tools
    2. Columns and Tables
    3. Mail Merge
- Word III
    1. Create & Use Styles
    2. Sections & Graphics
    3. Macros
- Works & WordPerfect I
    1. Where to Find It
    2. Creating Universal Templates
    3. Preparing for Distribution
- Distributing Documents I
    1. Setting & Using Printers
    2. Using Network Printers & Mail
    3. e-mail, discs, and tapes

Computer Skills V

Internet Tools
- Outlook I
    1. Setting up a connection
    2. Configuring the Browser
    3. Setting up e-mail
- Outlook II
    1. Address Books
    2. Send & Respond to Mail
    3. Find Attachments & Flags

Menu Curriculum (continued)

- Outlook III
     1. Set-up Reminders
     2. Use the Calendar
     3. Tasks & Out of Office
- Research I
     1. Finding Company Information
     2. Finding People
     3. Finding Events
- Research II
     1. How Search Engines Work
     2. Using Links For Research
     3. Market Research

Computer Skills VI
  Operating Systems
- Client/Server I
     1. Basics
     2. Set User Policy
     3. Security
- Client/Server II
     1. Implementing Print Severs
     2. Implementing Open Policies
     3. Implementing Restrictions
- Client/Server III
     1. Trusts & Domains
     2. Optimizing Performance
     3. Tricks & Troubleshooting
- Dos/Unix(Command Prompt Operations)I
     1. Basic Commands
     2. System Failure
     3. Automating File Transfer
- Windows 2000 Server I
     1. What is Different from NT 4.0
     2. Network Operation with Win2000
     3. System Failure Analysis

Menu Curriculum (continued)

Computer Skills VII
- Review
  1. Selecting The Right Application
  2. How Applications Work Together
  3. Integrating The Work Place

Spread Sheet Solutions
- Creating Templates For Other Users in Excel IV or Quattro IV
  1. Visual Basic Basics
  2. User Forms
  3. Hard Decision Code
- Excel V
  1. Excel Databases using DAO
  2. Automated Database Management
  3. Data Security
- Excel VI
  1. Visual Basic If Logic
  2. Visual Basic Do Loops
  3. Visual Basic Select Case
  4. Form Controls
- Using QuickBooks or Peachtree
  1. Built In Features
  2. General Use
  3. Office Integration

Computer Skills VIII
Database Systems
- Visual FoxPro I
  1. Explore FoxPro
  2. Use the Wizards
  3. Create Tables and Forms
- Visual FoxPro I
  1. Design Queries
  2. Design Reports
  3. Use Table Tools

Menu Curriculum (continued)

- Access Design Part I
    1. Entity Relationship Diagrams
    2. Normalization
    3. Creating A Data Dictionary
- Access Part II
    1. Using Code to Run Queries
    2. Using Code to Run Reports
    3. Using Code On Forms
- Access Design Part III
    1. Study Relationships
    2. Customize Toolbars
    3. Setting Startup Options

Computer Skills IX

Word Processing
- Setting Word Up For Other Users
    1. Forms Basics
    2. Using Macros in Forms
    3. Creating A Final Product
- Word Design II
    1. Using the Visual Basic Editor
    2. Creating User Forms
    3. Using Code to Automate Procedures
- Word Design III
    1. Troubleshooting Macros
    2. Integrating User forms
    3. Creating Forms That Do Math
- Distributing Documents IV
    1. Saving Documents As HTML
    2. Viewing Docs in the Explorer
    3. Publishing to an Intranet

Menu Curriculum (continued)

Computer Skills X
Internet Tools
- FrontPage I
  - 1   Setting up a Web Location
  - 2   Browser Settings
  - 3   Inserting Hyperlinks
- FrontPage II
  - 1   Inserting Components
  - 2   Hover Buttons
  - 3   Dynamic HTML Effects
- FrontPage III
  - 1   Using Frames
  - 2   Using the Publisher
  - 3   Web Maintenance
- Basic CGI Scripts I
  - 1   Finding Scripts
  - 2   Creating a CGI Script
  - 3   Working with your ISP
- Basic PHP Scripts I
  - 1   Finding a PHP Script
  - 2   Using PEARL
  - 3   Writing a PHP Script

Comment: The parties agree that the training identified in this Curriculum may be revised from time-to-time during the term of this Agreement at the request of Contractor and with the prior written approval of ETP. (See also Section 12 in this Agreement.)

Participating Employers in Retrainee
Multiple Employer Contractor (MEC) Agreements
(ETP 100B)

Contractor's Name: Sterling Alliance, Inc., CCT Computer
Learning Center

CCG No.: ET07-0159

PRINT OR TYPE

Company: Ameritech Industries

Address: 20208 Charlanne Ave

City, State, Zip: Redding CA 96002

Contact Person/Title: Kerry Dawes, Vice President

Telephone No.: (530) 221-4470

Collective Bargaining Agreement(s): N/A

Total # of full-time company employees worldwide: 33

Total # of full-time company employees in California: 33

Estimated # of employees to be retrained or hired under this Agreement: 15

Company: Jeffferson State Forest Products

Address: 430 Morgan Hill Road

City, State, Zip: Hayfork CA 96024

Contact Person/Title: Cindy Blackburn, Operations Manager

Telephone No.: (530) 628-1101

Collective Bargaining Agreement(s): N/A

Total # of full-time company employees worldwide: 32

Total # of full-time company employees in California: 32

Estimated # of employees to be retrained or hired under this Agreement: 15

Company: Redding Counter Tops, Inc.

Address: 9734 Tanqurey Court

City, State, Zip: Redding CA 96003

Contact Person/Title: Chad Thompson, General Manager

Telephone No.: (530) 222-2442

Collective Bargaining Agreement(s):

Total # of full-time company employees worldwide: 16

Total # of full-time company employees in California: 16

Estimated # of employees to be retrained or hired under this Agreement:10

Contractor's Name: Sterling Alliance, Inc., CCT Computer   CCG No.: ET07-0159
Learning Center

PRINT OR TYPE

Company: Redding Jet Center

Address: 3775 Flight Ave

City, State, Zip: Redding CA 96002

Contact Person/Title: Anne Marie Guay, Director of Human Resources

Telephone No.: (530) 722-3642

Collective Bargaining Agreement(s): N/A

Total # of full-time company employees worldwide: 30

Total # of full-time company employees in California: 30

Estimated # of employees to be retrained or hired under this Agreement: 15

Company: Redding Printing

Address: 1130 Continental Street

City, State, Zip: Redding CA 96001

Contact Person/Title: Ken Peterson, Owner/President

Telephone No.: (530) 243-0525

Collective Bargaining Agreement(s): N/A

Total # of full-time company employees worldwide: 30

Total # of full-time company employees in California: 30

Estimated # of employees to be retrained or hired under this Agreement: 10

Company: Wonder Metals

Address: 4551 Caterpillar Road

City, State, Zip: Redding CA 96003

Contact Person/Title: Chris McLaughlin, Plant Manager

Telephone No.: (530) 241-3251

Collective Bargaining Agreement(s): N/A

Total # of full-time company employees worldwide: 16

Total # of full-time company employees in California: 16

Estimated # of employees to be retrained or hired under this Agreement: 10